



VIP Tech Center Nationwide Protection Plus Warranty Program Rules & Frequently Asked Questions



- 1. Question: Who makes this warranty?**
Answer: The Independent Repair Facility and is administered by National Pronto Association. Independent Repair facility warrants repairs and workmanship for 12-months or 12,000 miles whichever comes first. This is not an extended car warranty. This warranty is made on the originally installed part only.
- 2. Question: Are all parts covered?**
Answer: All new parts installed by participating service centers, regardless of where the service center sourced the part, are covered; excluding engines, rebuilt engines, performance vehicles, auto body, paint, molding or glass repair. Also, transmissions / transaxles / transfer cases, tires, used parts and customer supplied parts are excluded from this warranty and are not covered. This warranty does not cover fleet / commercial vehicles.
- 3. Question: What is not covered under the Warranty?**
Answer: Towing is not covered. Engines, rebuilt engines, performance vehicles, auto body, paint, molding or glass repair. Also, transmissions / transaxles / transfer cases, tires, used parts and customer supplied parts are excluded from this warranty and are not covered. This warranty does not cover fleet / commercial vehicles. Batteries are reimbursed pro-rata. This warranty is not transferable on vehicles purchased from an auto dealer; even if the work performed on the vehicle prior to purchasing was completed at, or by a participating VIP Tech Center. **THE WARRANTY IS ONLY TRANSFERABLE FROM CONSUMER TO CONSUMER.** This warranty will not apply to your repaired vehicle if it has been damaged by abnormal use, neglect, misuse or accident. The facilities employees and / or agents do not have authority to modify the terms of this warranty. We reserve the right to modify the terms of the labor reimbursement portion of this warranty. The terms of the parts warranty is governed by the manufacturer of the components. We strive to provide quality parts and service! This warranty does not include incidental or consequential damages, or other additional expenses, which may be incurred as a result of a premature parts or labor failure. Some states do not allow the exclusion of incidental or consequential damages and therefore this limitation may not apply to you. Rights will vary from state to state.

Definition of Fleet Vehicle:

Fleet vehicles are groups of motor vehicles owned or leased by a business or government agency, rather than by an individual or family.

Definition of Commercial:

A commercial vehicle is a type of motor vehicle that may be used for transporting goods, passengers, or used for business. A commercial vehicle will also be titled or registered to a company.

- 4. Question: Is towing covered?**
Answer: Ask your salesman for details or refer to the Roadside Assistance Certificates located in your VIP Tech Center kit.



- 5. Question: Do you cover rental cars?**
Answer: Yes, this warranty will reimburse up to \$50/day, with a maximum of two days rental. To qualify for the rental car reimbursement, the customer must have had an original repair at a participating service center within the last 12-months or 12,000 miles whichever comes first and must be in the process of having an originally installed part repaired/replaced.
- 6. Question: What if the manufacturer's written warranty is longer than the Protection Plus 12 months/12,000 miles warranty?**
Answer: After the 12 months/12,000 miles the Protection Plus warranty expires, the parts replacement only **may be covered** by manufacturer's written warranty. Labor coverage for consumer expires after 12-months/12,000 miles. Any claim on any remaining manufacturer warranty must be submitted to the manufacturer of the part.
- 7. Question: Is there a limit placed on the amount of reimbursement?**
Answer: Yes, reimbursement shall not exceed the cost of the original repair on the failed part and labor. If the warranty re-repair is less expensive than the original repair, the lesser of the two will be paid. This warranty will not cover costs exceeding the original cost on the failed part, labor, and tax. This warranty does not cover collateral or additional damages.



VIP Tech Center Nationwide Protection Plus Warranty Program Rules & Frequently Asked Questions



- 8. Question:** **What about labor reimbursement for consumers who break down within the 25-mile limit?**
Answer: Labor charges will be absorbed by the original service center. Service Center shall not charge the consumer for warranty service. If a consumer is 25 miles or less from the original service center they are required to return to the original service center for warranty service. Your participating supplier will replace the warranted part. You may choose to process the labor portion according to your supplier's current labor claim policy.
- 9. Question:** **What if warranty service exceeds cost of original repair?**
Answer: Any difference in fees between repairs will not be covered under this warranty. Labor rates and part prices fluctuate across the country.
- 10. Question:** **How are warranty issues handled for participating Service Centers who leave the program?**
Answer: Service Centers leaving the program are required to honor all warranty claims where they were the original repair facility for a period of 12-months or 12,000 miles.
- 11. Question:** **Are warranties transferable to new vehicle owners?**
Answer: Warranty is transferable to new owner (consumer-to-consumer, no dealers) provided it falls within the 12-months or 12,000 mile period.
- 12. Question:** **Is the Service Center responsible for issuing warranty to the consumer?**
Answer: To validate the warranty, the Service Center is responsible for stamping **or** printing all receipts with the Protection Plus logo. Service Center should also give the consumer a Protection Plus Warranty glove box envelope; which instructs the consumer on what steps to take in the event they need to utilize the warranty. Service Center is responsible for also informing consumer of any parts "not covered" under this warranty.
- 13. Question:** **Will consumers be referred to my shop for parts and or repair?**
Answer: The Warranty administrator keeps a database of all participating locations and gives referrals whenever possible.
- 14. Question:** **If it becomes necessary for the consumer to ship a warranted part to the Warranty administrator, is the consumer reimbursed for shipping charges?**
Answer: The consumer will be reimbursed for any incurred shipping charges. A copy of the shipping receipt must be submitted to the warranty administrator prior to reimbursement. The consumer will be reimbursed for shipping at the time the warranty claim is paid.
- 15. Question:** **Will the core deposit be reimbursed to consumers?**
Answer: The core deposit will be added to the consumer's warranty claim and included in the claim payment.
- 16. Question:** **What does the Warranty Envelope look like?**
Answer: Please refer to the warranty envelopes included in your kit titled "This Folder Contains Your Important Service & Warranty Information".



**For additional questions, please call your serving
VIP WD salesperson, or 1-800-477-6686.
www.VIPTechAdvantage.com**